Jamal-397221@gulfjobseeker.com

Dubai - UAE

**PERSONAL DETAILS**

DOB: 12/9/1993

Nationality: Jordanian

Place of Birth: Al Ain - UAE

Marital Status: Single

**COURSES**

* Course International Computer Driving License (ICDL).
* (International Diploma in IT Skills) Dec 2015.

**Jamal**



Customer Service – Sales - Telesales

**OBJECTIVES**

I’m seeking full-time employment in the field of customer service and sales department with a dynamic team of competent people. This will foster my professional and creative skills and help me advance in my career effectively utilizing my acquired skills and diverse experience.

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| **EXPERIENCE** |  |  |
| **Marketing Research “Part Time”** | SEP 2019 - OCT 2019 |
| - Amman - Jordan |  |  |

* Contacting with customers and conducting a questionnaire on the telecommunications and internet sector in Jordan
* Create a database of research records
* Interpret data, formulate reports and make recommendations
* Remain fully informed on market trends, other parties researches and implement best practices

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| **Customer Service Call Center** | NOV 2017 - JUL 2019 |
| Irbid - Jordan |  |  |

* Identify and assess customer’s needs to achieve satisfaction
* Manage large amounts of incoming calls
* Resolve service problems by clarifying the customer's complaint
* Keep records of customer interactions, process customer accounts and file documents
* Resolve complaints from users of Careem application through calls or chat messages
* Communicate with service supply in case there is a system access problem

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| **Salesman** | JUN 2017 - OCT 2017 |
| Ice Kitty – Carrefour - Irbid - Jordan |  |  |

* Greet customers as they arrive, assist customers and building customer service satisfaction.
* Organize the store and ensure safekeeping.
* Maintain inventory record.



**LANGUAGES**

**Arabic** –Native

**English** –Fluent

**KEY SKILLS**

* Communication
* Decision Making
* Time Management
* Self-motivation
* Conflict Resolution
* Leadership
* Adaptability
* Teamwork
* Creativity

**COMPUTER SKILLS**

* Microsoft Office (Word, Excel and PowerPoint)
* Slack Program
* Genesis
* Telegram (Customer Service Chat)

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| **Showroom in Charge** | JUL 2014 - JUN 2017 |
| Al Zaeem Internet Shop - Irbid - Jordan |  |



* Assist customers when they have trouble or questions using computer software such as: Microsoft Office, games and all software programmes that are being used
* Possess knowledge on popular online and LAN games
* Provide services such as encoding, printing, downloading and all other operations provided
* Provide ultimate service to customer and ensure customer satisfaction.

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| **Salesman** | MAR 2012 - MAR 2013 |
| Men’s Fashion Store - Irbid - Jordan |  |

* Greet customers as they arrive in the store and provide them with information
* Assisting the customer in well with a friendly and good service
* Maintain the shop and monitor compliance of the administrative policies and procedures

**EDUCATION**

*Jadara Private University - Irbid, Jordan*

* Bachelor’s in Management Information System completed and passed 5 years at Jadara Private University, from Fall 2011 to Spring 2016
* High School, Zayed Al Awwal Secondary School - Al Ain, UAE, 2010